



VIA E-MAIL

September 15, 2017

Mr. Edward Hasbrouck
The Identity Project
1736 Franklin Street
9th Floor
Oakland, CA 94612

Re: Freedom of Information Act Request – Interim Response #9
Tracking Number: 15-FOI-00021

Dear Mr. Hasbrouck:

We are further responding to your October 29, 2014 request for information made under the Freedom of Information Act (FOIA), which was received via e-mail by Amtrak's FOIA Office on the same date.

Your request seeks the records described below:

- (1) Any records of policies, procedures, technical specifications, contracts (including agency appointment agreements), or directives to staff, contractors, or agents pertaining to transfers of data about Amtrak passengers or customers to the Department of Homeland Security (DHS), any DHS component including US Customs and Border Protection (USCBP), the Canadian Border Services Agency (CBSA), any other Canadian government agency, or any other foreign government, or the subsequent handling or use of such data, including without limitation Advanced Passenger Information (API) and any personally identifiable data obtained or derived from the ARROW reservation system.
- (2) Any records pertaining to the legal basis for such data transfers, including any e-mail messages pertaining to this subject within or between Amtrak, Amtrak agents, Amtrak contractors, and any third party or parties.
- (3) Any records of policies, procedures, technical specifications, contracts (including agency appointment agreements), or directives to staff, contractors, or agents (including without limitation travel agencies and agents authorized to sell Amtrak tickets, and other ARROW users) regarding disclosures to be made concerning transfers of data about Amtrak passengers or customers to government agencies including DHS.
- (4) Any records of policies, procedures, reports, or directives to staff, contractors, or agents (including without limitation travel agencies and agents authorized to sell Amtrak tickets, and other ARROW users) regarding compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada, including handling of requests for records or other requests or complaints made pursuant to PIPEDA and any disclosures to be made to passengers or customers.
- (5) Any e-mail messages within or between Amtrak and Amtrak agents, Amtrak contractors, and any third party or parties containing any of the text strings "Personal Information Protection and Electronic Documents Act", "PIPEDA", or "Privacy Commissioner of Canada".

- (6) Any electronic file in which any of the above records are included.
- (7) All metadata pertaining to any such file, such as file system information indicating the creation data, modification date, etc.

We are continuing to review and process records responsive to your request. We are releasing in part the attached records.

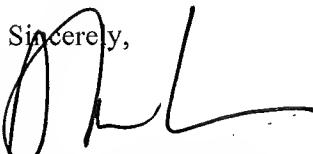
The names and personal identifying information of Amtrak employees and private individuals have been redacted from the enclosed records pursuant to exemption 6 of the FOIA on the basis that disclosure would constitute a clearly unwarranted invasion of the personal privacy of these individuals. In weighing the public interest, it was determined that there was no public interest in disclosing this information.

Please note, the records we are providing are part of a huge text file (800 pages), which we are reviewing in parts. Due to the size of the file, the last page may contain an incomplete e-mail. Please be advised, the next response will pick up from where we left off.

If you have any questions regarding the processing of your request, please feel free to contact me at Hawkins@amtrak.com or at (202) 906-3741. For further assistance and to discuss any aspect of your request you may also contact our FOIA Public Liaison at FoiaPublicLiaison@amtrak.com. Additionally, you may contact the Office of Government Information (OGIS), National Archives and Records Administration, Room 2510, 8601 Adelphi Road, College Park, MD 20740-6001, e-mail at ogis@nara.gov, telephone at 202-741-5770; toll free at 1-877-684-6448; or fax 202-741-5769.

Pursuant to Amtrak's FOIA regulations (49 CFR 701.10), if you do not agree with Amtrak's decision to withhold the above-referenced information, you may file an appeal with Eleanor D. Acheson, Executive Vice President, Chief Legal Officer, General Counsel and Corporate Secretary, within ninety days (90) of the date of this letter, specifying the relevant facts and the basis for your appeal. Your appeal may be mailed to Ms. Acheson's attention: National Railroad Passenger Corporation, Law Department, 1 Massachusetts Avenue, NW, Washington, DC 20001. The President and CEO of Amtrak have delegated authority to the General Counsel and Corporate Secretary for the rules and compliance to the FOIA.

We are continually working through our backlog of requests. The next response will be sent out in approximately 12 weeks.

Sincerely,

Sharron Hawkins
Lead FOIA Specialist

Attachments

Border Crossing.txt

So are we supposed to be sending you the original cross border OSI and this new OSI format? Thanks (b)(6)

(b)(6)

Sr. Information Technology Analyst

ENH / D2-032

(b)(6)

Email: (b)(6)

----- Forwarded by (b)(6) -----

ENH/WSP on 11/02/2005 02:25 PM -----

(b)(6)

(b)(6)

(b)(6)

11/02/2005 01:50
PM

To

cc

Subject

RE: APIS test PNRs

Hi (b)(6)

(Belated) Congrats! Best wishes for both of you!

There are some problems in the format you are sending to us:

1- The nationality is in a different location (See second 'US' in examples below).

2- The number in party is missing (The "1" in "-1" (b)(6))

You are sending:

OSI2VDOCSHK2/BC/US/9888777/12JUL2007/M/12JUL1948/US- (b)(6)

We expect:

OSI2VDOCSHK2/BC/US/9888777/US/12JUL2007/M/12JUL1948- (b)(6)

Are those items manually entered (typed as they are shown in your PNR) or automatically created by an agent entry?

Do you use this type of OSI with anyone else (e.g. airline) and if so what is the format you use with them?

Thanks

(b)(6)

-----Original Message-----

(b)(6)

From: (b)(6) [mailto: (b)(6)]

Sent: Wednesday, November 02, 2005 11:12 AM

To: (b)(6)

Cc: (b)(6)

Subject: RE: APIS test PNRs

Hello (b)(6)

Yes, I got married in August, so my new name is (b)(6) (but I answer to
Page 231)

Border Crossing.txt

both...ha).

Let me know if these PNRs do not look correct. I can create several more if needed. Thanks

1P- OVV33M -

1. 1(b)(6) DT-
1 TR 2V 68Y 23NOV WE MTR SDY HK1 950A 423P /0 \$ -
2 TR 2V 49Y 23NOV WE SDY CHI HK1 716P 930A|1 /0 \$ -

P- 1.P8K -

T- 1.T/02NOV1031 1P/P8K/CE*5541283122522-

G- 1.SSROTHS1PKK1 PNR REQUIRES DOB INFORMATION PRIOR TO TICKETI
NG- 2.SSRTKTL1PKK1 HLD LMT DTE 05NOV-
3.SSRTKTL1PKK1 HLMT-05NOV/\$ 181.00 -
4.OSI2VDOCSHK1/RA/US/123456789012/12JUL2006/M/10JUL1955/US-(b)(6)

(b) (6)

5.SSRTKTL1PKK1 HLMT-05NOV/\$ 181.00 -

6.SSROTHS1PKK1 PID INFORMATION REQUIRED-

7.SSROTHS1PKK1 PNR REQUIRES DOB INFORMATION PRIOR TO TICKETI

NG- 8.OSI2VDOB11NOV1948/US-

9.SSROTHS1PKK1 HLMT- NONE/\$ 181.00 -

***** ITEMS SUPPRESSED *****/DH/EDT/DR->

1P- 4VV4D6 -

1. (b)(6) 2ADT-
1 TR 2V 68YB23JAN MO MTR SDY HK2 950A 423P /0 \$ -
2 TR 2V 49DC23JAN MO SDY CHI HK1 716P 930A|1 /0 \$ -
CAR 4910 ROOM B -

P- 1.P8K -

T- 1.T/02NOV1047 1P/P8K/CE*5541283122523-

G- 1.SSRTKTL1PKK2 HLMT-09NOV/\$ 630.00 -
2.SSROTHS1PKK2 PNR REQUIRES DOB INFORMATION PRIOR TO TICKETI

NG- 3.SSRTKTL1PKK2 HLD LMT DTE 09NOV-
4.OSI2VDOCSHK2/BC/US/9888777/12JUL2007/M/12JUL1948/US-(b)(6)

5.SSROTHS1PKK2 PID INFORMATION REQUIRED-

6.SSROTHS1PKK2 PNR REQUIRES DOB INFORMATION PRIOR TO TICKETI

NG- 7.SSRTKTL1PKK2 HLMT-09NOV/\$ 630.00 -
8.OSI2VDOB11NOV1948/US-(b)(6)
9.OSI2VDOB11NOV1948/US-(b)(6)
10.SSROTHS1PKK2 HLMT- NONE/\$ 630.00 -

***** ITEMS SUPPRESSED *****/DH/EDT/DR->

(b) (6)

Sr. Information Technology Analyst

5500 7-52-032

Email: (b) (6)

(b) (6)

Border Crossing.txt
om> (b) (6) To
11/02/2005 10:05
AM cc
Subject: RE: APIS test PNRs

Hi (b) (6)

I just noted your new e-mail address. Are congratulations in order?

For some reason it just took date of births but not the rest. Can you please send me a copy of how those PNRs look in Worldspan? I want to see how the DOCS item shows in there.

Thanks
(b) (6)

-----Original Message-----
From: (b) (6) [mailto: (b) (6)]
Sent: Wednesday, November 02, 2005 10:52 AM
To: (b) (6)
Cc: (b) (6)
Subject: APIS test PNRs

Hello (b) (6)

Here are a couple of test for APIS. Can you verify if everything looks ok on your side? I also have a question, with the new OSI format that we need to add will this be in addition to the current Cross Border OSI that we use today? When I was creating these two PNRs it required the old format as well. Thanks

051DAE - 5541283122522
051DB8 - 5541283122523

(b) (6)
Sr. Information Technology Analyst
FNH / D2-032
(b) (6)
Email: (b) (6)
From: (b) (6)
Sent: Wednesday, November 02, 2005 4:44 PM
To: (b) (6)
Cc:
Subject: RE: Amtrak APIS

I'll send a master list tomorrow

Border Crossing.txt

-----Original Message-----

From: (b) (6)
Sent: Wednesday, November 02, 2005 2:17 PM
To: (b) (6)
Cc: (b) (6)
Subject: RE: Amtrak APIS

(b) (6)

Can you supply (b) (6) this information.

(b) (6)

-----Original Message-----

From: (b) (6)
Sent: Wednesday, November 02, 2005 12:59 PM
To: (b) (6)
Cc: (b) (6)
Subject: RE: Amtrak APIS

I have requested an updated list from the keepers of said list

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Wednesday, November 02, 2005 9:54 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: Amtrak APIS

(b) (6)

I have not have the city list, could you please provide the latest version.
Thanks.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email: (b) (6)

(b) (6)

02/11/2005 14:54

(b) (6)

RE: Amtrak APIS

To

cc

Subject

Border Crossing.txt

If the train crosses the border, the OSI is required. If it doesn't then no OSI.

Did you need help getting a city list?

(b) (6)

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Wednesday, November 02, 2005 9:26 AM
To: (b) (6)
Cc: (b) (6)
Subject: Fw: Amtrak APIS

Hi (b) (6)

could you please help with the questions below.

Thanks.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

(b) (6)

Phone:

Fax: (b) (6)

email:

----- Forwarded by (b) (6) /LON/WSP on 02/11/2005 14:24 -----

(b) (6)

/HDQ/WSP

02/11/2005 13:15

(b) (6)

/LON/WSP@WORLDSPAN

To

cc

subject

Amtrak

(b) (6)

It looks like four places Amtrak goes to in Canada: Montreal, Toronto, Aldershot and Vancouver.

So right now it looks like we need to watch for those stations for crossing the boarder.

Border Crossing.txt

Please find out if someone in Canada was going from a Montreal to Toronto for example, do they need the OSI since they cross over the US but not staying in the US. There could be a nonstop train which of course wouldn't be crossing the border but if they have to change trains, does that need the OSI.

Also, can we get an update of all Amtrak station codes and names that are available in Worldspan so we can update the drop-down box.

Thanks

(b) (6)

(b) (6)

N14C1 (b) (6)
From: (b) (6)
Sent: Wednesday, November 02, 2005 10:52 AM
To: (b) (6)
Cc: (b) (6)
Subject: APIS test PNRs

Hello (b) (6)

Here are a couple of test for APIS. Can you verify if everything looks ok on your side? I also have a question, with the new OSI format that we need to add will this be in addition to the current Cross Border OSI that we use today? When I was creating these two PNRs it required the old format as well. Thanks

051DAE - 5541283122522
051DB8 - 5541283122523

(b) (6)

Sr. Information Technology Analyst

FNH / D2-032

(b) (6)

Email: (b) (6)

From: (b) (6)

Sent: Wednesday, November 02, 2005 10:13 AM

To: (b) (6)

Cc: (b) (6)

Subject: Fw: Amtrak APIS

(b) (6)

We are currently working on the update of the existing standard Amtrak script, which is being used by our customers in order to sell a seat. We want to put into the script the piece of functionality through which a Worldspan travel agent will be able to put the APIS OSI format. Could you please advise on the question below, which has been asked by our team working on the script. We need to get a precise answer which will help to build the OSI format in the script.

I am awaiting from you an update of all Amtrak station codes and names that are available in Worldspan.

Thank you.

(b) (6)

Border Crossing.txt

----- Forwarded by (b) (6) /LON/WSP on 02/11/2005 15:04 -----

/HDQ/WSP

02/11/2005 15:03

(b) (6)

/LON/WSP@WORLDSPAN

To

cc

Subject

(b) (6) Fw: Amtrak APIS (Document Link:
Citron)

Just to clarify... it looks like Amtrak from their maps does not have any trains that go from a Canadian city to another Canadian city without going to the US first. Is that correct? So any time one of the four Canadian city are used... we will always have to add the OSI. so the key is, only those four cities require the OSI no matter what.

(b) (6)

N.L4C.L

(b) (6)

/LON/WSP

11/02/2005 09:55
AM

(b) (6)

/HDQ/WSP@WORLDSPAN

To

cc

Subject

Fw: Amtrak APIS

Hi (b) (6)

Please see below the answer to your questions. I am awaiting the Amtrak station codes, once I receive it from Amtrak, will forward it to you.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Border Crossing.txt

Fax: (b) (6)
email: (b) (6)

----- Forwarded by Edyta Citron/LON/WSP on 02/11/2005 14:52 -----

(b) (6)

02/11/2005 14:54

(b) (6)

(b) (6)

To

cc

Subject

RE: Amtrak APIS

If the train crosses the border, the OSI is required. If it doesn't then no OSI.

Did you need help getting a city list?

(b) (6)

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Wednesday, November 02, 2005 9:26 AM
To: (b) (6)
Cc: (b) (6)
Subject: Fw: Amtrak APIS

Hi (b) (6)

Could you please help with the questions below.

Thanks.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email:

----- Forwarded by (b) (6) /LON/WSP on 02/11/2005 14:24 -----

(b) (6)

/HDQ/WSP

02/11/2005 13:15

(b) (6)

/LON/WSP@WORLDSPAN

To

cc

Border Crossing.txt

Subject

Amtrak

(b) (6)

It looks like four places Amtrak goes to in Canada: Montreal, Toronto, Aldershot and Vancouver.

So right now it looks like we need to watch for those stations for crossing the boarder.

Please find out if someone in Canada was going from a Montreal to Toronto for example, do they need the OSI since they cross over the US but not staying in the US. There could be a nonstop train which of course wouldn't be crossing the boarder but if they have to change trains, does that need the OSI.

Also, can we get an update of all Amtrak station codes and names that are available in Worldspan so we can update the drop-down box.

Thanks

(b) (6)

(b) (6)

From: (b) (6)
Sent: Wednesday, November 02, 2005 9:26 AM
To: (b) (6)
CC:
Subject: Fw: Amtrak APIS

Hi (b) (6)

Could you please help with the questions below.

Thanks.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email: (b) (6)

----- Forwarded by (b) (6) /LON/WSP on 02/11/2005 14:24 -----

(b) (6)

/HDQ/WSP

02/11/2005 13:15

(b) (6) /LON/WSP@WORLDSPAN

To

cc

Border Crossing.txt

Subject

Amtrak

(b) (6)

It looks like four places Amtrak goes to in Canada: Montreal, Toronto, Aldershot and Vancouver.

so right now it looks like we need to watch for those stations for crossing the boarder.

Please find out if someone in Canada was going from a Montreal to Toronto for example, do they need the OSI since they cross over the US but not staying in the US. There could be a nonstop train which of course wouldn't be crossing the boarder but if they have to change trains, does that need the OSI.

Also, can we get an update of all Amtrak station codes and names that are available in Worldspan so we can update the drop-down box.

Thanks

(b) (6)

(b) (6)

N14C1 (b) (6)
From: (b) (6)
Sent: Wednesday, November 02, 2005 9:24 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: Testing

(b) (6)

Here is the entry you requested.

SRDOCS2VHK1-PR-US-123456789012345-US-12JUL64-M-12JUL04-AMTRAKTEST-AAA-H/P1

Regards,

(b) (6)

From:

on 11/02/2005 09:20 AM

To:

(b) (6)

CC:

(b) (6)

Border Crossing.txt

Subjec RE: Testing
t:

(b) (6) [REDACTED]

We'll make name association optional if there is only 1 adult passenger in the PNR. I'll let you know when we can test it.

Meanwhile, could you give us the entry in the Amadeus system to create the SSR DOCS?

Thanks
(b) (6)

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Wednesday, November 02, 2005 6:48 AM
To: (b) (6)
Subject: Fw: Testing

Please see response below from our PNR DEV group regarding name association.

Regards,
(b) (6)

----- Forwarded by (b) (6) /MIA/AMADEUS on 11/02/2005 06:45 AM -----
From: (b) (6) [REDACTED] on 11/01/2005 09:51 PM CET

To : (b) (6) [REDACTED] /MIA/AMADEUS@AMAWORLD

CC: (b) (6) [REDACTED] /NCE/AMADEUS@AMAWORLD
(b) (6) [REDACTED] NCE/AMADEUS@AMAWORLD

Subject: Re: Fw: Testing (Document link: (b) (6) [REDACTED])

Border Crossing.txt

Hi (b) (6)

We follow AIRIMP Rules. if there is only 1 adult passenger in the PNR then we will not send name association as by default it is associated to the adult passenger. In the case of infants, the SSRs will be associated to the adult passenger and again, if there is only 1 passenger occupying space in the PNR, then we do not send name association.

Regards

(b) (6)

(b) (6)

/MIA/AMADEUS

01-11-05 20:55

(b) (6)

NCE/AMADEUS@AMAWORLD

To

cc

(b) (6)
(b) (6)
(b) (6)
(b) (6)

/NCE/AMADEUS@AMAWORLD,
/NCE/AMADEUS@AMAWORLD

Fw: Testing

Subject

(b) (6)

Amtrak has asked me to do testing of the SSRDOCS format and apparently we are not sending them what they are expecting with regard to name association,

Please see below examples of what we are sending and what they expect.

Thanks

(b) (6)

----- Forwarded by (b) (6) /MIA/AMADEUS on 11/01/2005 02:39 PM -----

From: (b) (6)

on 11/01/2005 02:23 PM

To:

(b) (6)

CC:

(b) (6)

Border Crossing.txt

Subjec RE: Testing
t:

(b) (6) [REDACTED]

We expect the SSR DOCS to be name associated, i.e. with an
"-1SURENAME/NAME" appended at the end.

The name may be the same included already as the name in the document but
there is still no association.

We receive:
SSRDOCS2VHK1/RA/BZ/123456789012345/BZ/12JUL64/M/12JUL04
SSRDOCS2V///AMTRAKTEST/CCC/H

But we expect:
SSRDOCS2VHK1/RA/BZ/123456789012345/BZ/12JUL64/M/12JUL04
SSRDOCS2V///AMTRAKTEST/CCC/H-1AMTRAKTEST/CCC

These is particular important for infants as the first surname/name would
be
the infant herself and the associated name would be of the parent whom the
infant is traveling with

Example: AMTRAKTEST/CCC traveling with baby AMTRAKTEST/BABY under same NZ
passport

(for the parent)
SSRDOCS2VHK1/PA/NZ/123456789012345/NZ/12JUL64/M/12JUL06
SSRDOCS2V///AMTRAKTEST/CCC/H-1AMTRAKTEST/CCC

(for the infant)
SSRDOCS2VHK1/PA/NZ/123456789012345/NZ/12JUL04/M/12JUL06
SSRDOCS2V///AMTRAKTEST/BABY-1AMTRAKTEST/CCC

(b) (6) [REDACTED]

-----Original Message----- (b) (6) [REDACTED]
From: (b) (6) [mailto: (b) (6) [REDACTED]]
Sent: Tuesday, November 01, 2005 1:55 PM
To: (b) (6) [REDACTED]
Cc: (b) (6) [REDACTED]
Subject: Testing

Here are the new booking. still getting odd SSRTHS messages.

2V 051A8A
2V 051A8B
2V 051A90
2V 051CB2
2V 051A95
2V 051A94

Border Crossing.txt

2V 051A95

Thanks

(b) (6)

From: (b) (6)
Sent: Wednesday, November 02, 2005 9:20 AM
To: (b) (6)
Cc:
Subject: RE: Testing

(b) (6)

We'll make name association optional if there is only 1 adult passenger in the PNR.
I'll let you know when we can test it.

Meanwhile, could you give us the entry in the Amadeus system to create the SSR DOCS?

Thanks

(b) (6)

-----Original Message-----
From: (b) (6) [mailto: (b) (6)]
Sent: Wednesday, November 02, 2005 6:48 AM
To: (b) (6)
Subject: Fw: Testing

Please see response below from our PNR DEV group regarding name association.

Regards,

(b) (6)

----- Forwarded by (b) (6) /MIA/AMADEUS on 11/02/2005 06:45 AM -----

From: (b) (6) on 11/01/2005 09:51 PM CET

To : (b) (6) /MIA/AMADEUS@AMAWORLD

cc: (b) (6) /NCE/AMADEUS@AMAWORLD
(b) (6) /NCE/AMADEUS@AMAWORLD

Subject: Re: Fw: Testing (Document Link: (b) (6))

Border Crossing.txt

Hi (b) (6)

We follow AIRIMP Rules. if there is only 1 adult passenger in the PNR then we will not send name association as by default it is associated to the adult passenger. In the case of infants, the SSRs will be associated to the adult passenger and again, if there is only 1 passenger occupying space in the PNR, then we do not send name association.

Regards
(b) (6)

(b) (6)
(b) (6) /MIA/AMADEUS

01-11-05 20:55

(b) (6) To
(b) (6) /NCE/AMADEUS@AMAWORLD
(b) (6) (b) (6) CC
(b) (6) /NCE/AMADEUS@AMAWORLD,
(b) (6) /NCE/AMADEUS@AMAWORLD

Subject
Fw: Testing

(b) (6)

Amtrak has asked me to do testing of the SSRDOCS format and apparently we are not sending them what they are expecting with regard to name association,

Please see below examples of what we are sending and what they expect.

Thanks

(b) (6) forwarded by (b) (6) MIA/AMADEUS on 11/01/2005 02:39 PM -----
From: (b) (6) <SEGURAJ@amtrak.com> on 11/01/2005 02:23 PM

To:

CC:

Border Crossing.txt

Subjec RE: Testing
t:

(b) (6)

We expect the SSR DOCS to be name associated, i.e. with an
"--1SURENAME/NAME" appended at the end.

The name may be the same included already as the name in the document but
there is still no association.

We receive:
SSRDOCS2VHK1/RA/BZ/123456789012345/BZ/12JUL64/M/12JUL04
SSRDOCS2V///AMTRAKTEST/CCC/H

But we expect:
SSRDOCS2VHK1/RA/BZ/123456789012345/BZ/12JUL64/M/12JUL04
SSRDOCS2V///AMTRAKTEST/CCC/H-1AMTRAKTEST/CCC

These is particular important for infants as the first surname/name would
be
the infant herself and the associated name would be of the parent whom the
infant is traveling with

Example: AMTRAKTEST/CCC traveling with baby AMTRAKTEST/BABY under same NZ
passport

(for the parent)
SSRDOCS2VHK1/PA/NZ/123456789012345/NZ/12JUL64/M/12JUL06
SSRDOCS2V///AMTRAKTEST/CCC/H-1AMTRAKTEST/CCC

(for the infant)
SSRDOCS2VHK1/PA/NZ/123456789012345/NZ/12JUL04/M/12JUL06
SSRDOCS2V///AMTRAKTEST/BABY-1AMTRAKTEST/CCC

(b) (6)

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Tuesday, November 01, 2005 1:55 PM
To: (b) (6)
Cc:
Subject: Testing

Here are the new booking. still getting odd SSROTHS messages.

2V 051A8A
2V 051A8B
2V 051A90
2V 051CB2
2V 051A95
2V 051A94

Border Crossing.txt

2V 051A95

Thanks

(b) (6)

From: (b) (6)
Sent: Wednesday, November 02, 2005 6:48 AM
To: (b) (6)
Subject: Fw: Testing

Please see response below from our PNR DEV group regarding name association.

Regards

(b) (6)

----- Forwarded by (b) (6) /MIA/AMADEUS on 11/02/2005 06:45 AM -----
From: (b) (6) on 11/01/2005 09:51 PM CET

To : (b) (6) /MIA/AMADEUS@AMAWORLD

cc: (b) (6) /NCE/AMADEUS@AMAWORLD
(b) (6) /NCE/AMADEUS@AMAWORLD

Subject: Re: Fw: Testing (Document link: (b) (6))

Hi (b) (6)

We follow AIRIMP Rules. if there is only 1 adult passenger in the PNR then we will not send name association as by default it is associated to the adult passenger. In the case of infants, the SSRs will be associated to the adult passenger and again, if there is only 1 passenger occupying space in the PNR, then we do not send name association.

Regards

(b) (6)

Border Crossing.txt

To
(b) (6) /NCE/AMADEUS@AMAWORLD
(b) (6)
(b) (6) /NCE/AMADEUS@AMAWORLD,
(b) (6) Astasio
(b) (6) /NCE/AMADEUS@AMAWORLD
(b) (6) /MIA/AMADEUS

CC

01-11-05 20:55

Subject
Fw: Testing

(b) (6)

Amtrak has asked me to do testing of the SSRDOCS format and apparently we are not sending them what they are expecting with regard to name association,

Please see below examples of what we are sending and what they expect.

Thanks
(b) (6) ----- forwarded by (b) (6) /MIA/AMADEUS on 11/01/2005 02:39 PM -----
From: (b) (6) ----- on 11/01/2005 02:23 PM

To: (b) (6)

CC: (b) (6)

Subject RE: Testing
t:

(b) (6)

We expect the SSR DOCS to be name associated, i.e. with an
"-1SURENAME/NAME" appended at the end.

The name may be the same included already as the name in the document but
Page 248

Border Crossing.txt

there is still no association.

We receive:
SSRDOCS2VHK1/RA/BZ/123456789012345/BZ/12JUL64/M/12JUL04
SSRDOCS2V///AMTRAKTEST/CCC/H

But we expect:
SSRDOCS2VHK1/RA/BZ/123456789012345/BZ/12JUL64/M/12JUL04
SSRDOCS2V///AMTRAKTEST/CCC/H-1AMTRAKTEST/CCC

These is particular important for infants as the first surname/name would be the infant herself and the associated name would be of the parent whom the infant is traveling with

Example: AMTRAKTEST/CCC traveling with baby AMTRAKTEST/BABY under same NZ passport

(for the parent)
SSRDOCS2VHK1/PA/NZ/123456789012345/NZ/12JUL64/M/12JUL06
SSRDOCS2V///AMTRAKTEST/CCC/H-1AMTRAKTEST/CCC

(for the infant)
SSRDOCS2VHK1/PA/NZ/123456789012345/NZ/12JUL04/M/12JUL06
SSRDOCS2V///AMTRAKTEST/BABY-1AMTRAKTEST/CCC

Jairo

-----Original Message-----

From: (b) (6)
Sent: Tuesday, November 01, 2005 1:55 PM
To: (b) (6)
Cc:
Subject: Testing

Here are the new booking. still getting odd SSROTHS messages.

2V 051A8A
2V 051A8B
2V 051A90
2V 051CB2
2V 051A95
2V 051A94
2V 051A95

Thanks
(b) (6)

From: (b) (6)
Sent: Tuesday, November 01, 2005 2:24 PM
To: (b) (6)
Cc:
Subject: RE: Testing

(b) (6)
We expect the SSR DOCS to be name associated, i.e. with an
"--1SURENAME/NAME" appended at the end.

The name may be the same included already as the name in the document but there is
Page 249

Border Crossing.txt

still no association.

We receive:
SSRDOCS2VHK1/RA/BZ/123456789012345/BZ/12JUL64/M/12JUL04
SSRDOCS2V///AMTRAKTEST/CCC/H

But we expect:
SSRDOCS2VHK1/RA/BZ/123456789012345/BZ/12JUL64/M/12JUL04
SSRDOCS2V///AMTRAKTEST/CCC/H-1AMTRAKTEST/CCC

These is particular important for infants as the first surname/name would be the infant herself and the associated name would be of the parent whom the infant is traveling with

Example: AMTRAKTEST/CCC traveling with baby AMTRAKTEST/BABY under same NZ passport

(for the parent)
SSRDOCS2VHK1/PA/NZ/123456789012345/NZ/12JUL64/M/12JUL06
SSRDOCS2V///AMTRAKTEST/CCC/H-1AMTRAKTEST/CCC

(for the infant)
SSRDOCS2VHK1/PA/NZ/123456789012345/NZ/12JUL04/M/12JUL06
SSRDOCS2V///AMTRAKTEST/BABY-1AMTRAKTEST/CCC

(b) (6)

-----Original Message----- (b) (6)
From: (b) (6) [mailto: (b) (6)]
Sent: Tuesday, November 01, 2005 1:55 PM
To: (b) (6)
Cc: (b) (6)
Subject: Testing

Here are the new booking. still getting odd SSROTHS messages.

2V 051A8A
2V 051A8B
2V 051A90
2V 051CB2
2V 051A95
2V 051A94
2V 051A95

Thanks

(b) (6) (b) (6)
From: (b) (6) (b) (6)
Sent: Tuesday, November 01, 2005 11:51 AM
To: (b) (6) (b) (6)
Cc: (b) (6) (b) (6)
(b) (6) (b) (6)
Subject: RE: Amtrak 2-character name requirements - question

OK. Thanks for the information.

(b) (6) (b) (6)
ITAnalyst (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6) (b) (6)

Border Crossing.txt

(b) (6)

11/01/2005 11:39
AM

(b) (6)

To

cc

Subject

RE: Amtrak 2-character name
requirements - question

I believe we always use KK1

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Tuesday, November 01, 2005 11:33 AM
To: (b) (6)
(b) (6)
(b) (6)
Subject: RE: Amtrak 2-character name requirements - question

(b) (6)

For the SSROTHS response what status code will AMTRAK use with this message?

e.g. 2.SSROTHS1PUC1 INVALID PSGR NAME, INPUT FULL/FIRST NAME

(b) (6)

TTAnalvst

(b) (6) (phone) or
(b) (6) (phone)
(b) (6)

(b) (6)

11/01/2005 11:17
AM

(b) (6)

To

cc

Border_Crossing.txt

(b) (6)
(b) (6)
(b) (6)

Subject

RE: Amtrak 2-character name
requirements - question

I would call it a new warning message, rather than error - and we change
these, as they just come in standard SSR OTHS elements in the TTY path.

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Tuesday, November 01, 2005 11:11 AM
To: (b) (6) (b) (6)
CC: (b) (6) (b) (6)
(b) (6)
Subject: Re: Amtrak 2-character name requirements - question

(b) (6)

Is this really an error, or this is only the way you call this? If this is
an error then is it a new error?

Could you please advise.

Thank you.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

(b) (6)

Phone:

(b) (6)

Fax:

(b) (6)

email:

(b) (6)

/ATL/WSP

01/11/2005 16:00

To (b) (6) /LON/WSP@WORLDSPAN,

(b) (6)

(b) (6) /HDQ/WSP@WORLDSPAN,

(b) (6) /EHN/WSP@WORLDSPAN,

(b) (6) /HDQ/WSP@WORLDSPAN,

(b) (6)

Page 252

Border Crossing.txt

subject

Re: Amtrak 2-character name
requirements - question (Document
Link: (b) (6))

(b) (6)

Hi [redacted]
Please let me know if I have the information for the 2-character name
requirements correct.

The following is my understanding of the change and what will happen:

AMTRAK is making a change within the AMTRAK system which will require
a minimum of two characters for a passenger's first name in an AMTRAK PNR.
When creating the passenger name field in the PNR, the Worldspan agent
should
ensure the passenger's first name is a minimum of two characters in length.
e.g. - (b) (6) or - (b) (6) [redacted]

If the first name does not contain a minimum of two characters AMTRAK will
return an AMTRAK error 'INVALID PSGR NAME, INPUT FULL/FIRST NAME' in the
SSR
OTHS field. AMTRAK will send this error at the time the agent adds a name
with
less than two characters for the Passenger's first name. This will be sent
either during the initial PNR creation or for during a name change entry.

The Worldspan agent will be required to make the necessary changes to
ensure
a minimum of two characters for the first name else the agent will be
unable
to issue a ticket for their AMTRAK PNR.

New Error Responses

May be returned during initial building of the Name field in the PNR,
during a Name Change request, or when Ticketing of the AMTRAK PNRs

INVALID PSGR NAME, INPUT FULL/FIRST NAME = A minimum of two characters is
required for the Passenger's first name.

Thanks for your help.

Best regards,

(b) (6)

(b) (6)

TTAnalyst

(b) (6)

(b) (6)

or

(b) (6)

(phone)

----- Forwarded by (b) (6) -----

(b) (6)

/LON/WSP on 01/11/2005 10:45 -----

31/10/2005 19:12

Border Crossing.txt

(b) (6)

cc

Subject

RE: 2-character name

Hello (b) (6)

The error message will be "INVALID PSGR NAME, INPUT FULL/FIRST NAME" and
will
be sent in an SSR OTHS

It will be sent at time of adding an invalid name, either at initial
creation or name change.

Hope this is what you needed.

(b) (6)

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Monday, October 31, 2005 12:35 PM
To: (b) (6)
Cc: (b) (6)
Subject: 2-character name

(b) (6)
Hi

I would like to send the notification to our customers regarding the
2-character name, but I am waiting for the SSR message which will be sent
to the PNR by Amtrak. Currently it is the only think which stops me from
moving forward with this project on our side. Could you please provide the
SSR message asap and explain when exactly the SSR will be sent by Amtrak,
will this be prior to ticketing or when the travel agent start building the
pnr?

Thanks.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email:

From:

Sent: Tuesday, November 01, 2005 11:33 AM

To: (b) (6)

CC: (b) (6)

(b) (6)

Border Crossing.txt
Subject: RE: Amtrak 2-character name requirements - question

(b) (6)

For the SSROTHS response what status code will AMTRAK use with this message?

e.g. 2.SSROTHS1PUC1 INVALID PSGR NAME,INPUT FULL/FIRST NAME

(b) (6)

ITAnalyst

(b) (6)

(b) (6)

(phone) or

(phone)

(b) (6)

11/01/2005 11:17

AM

(b) (6)

(b) (6)

To

cc

Subject

RE: Amtrak 2-character name requirements - question

I would call it a new warning message, rather than error - and we change these, as they just come in standard SSR OTHS elements in the TTY path.

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]

Sent: Tuesday, November 01, 2005 11:11 AM

To: (b) (6)

Cc: (b) (6)

(b) (6)

(b) (6)

Subject: Re: Amtrak 2-character name requirements - question

(b) (6)

Is this really an error, or this is only the way you call this? If this is an error then is it a new error?

Border Crossing.txt

Could you please advise.

Thank you.

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)
Fax: (b) (6)
email: (b) (6)

(b) (6)

/ATL/WSP

01/11/2005 16:00

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

To
/ION/WSP@WORLDSPAN,

cc

/HDQ/WSP@WORLDSPAN,
EHN/WSP@WORLDSPAN,
/HNO/WSP@WORLDSPAN,

Subject

Re: Amtrak 2-character name
requirements - question(Document
Link: (b) (6))

(b) (6)

Hi (b) (6)
Please let me know if I have the information for the 2-character name
requirements correct.

The following is my understanding of the change and what will happen:

AMTRAK is making a change within the AMTRAK system which will require
a minimum of two characters for a passenger's first name in an AMTRAK PNR.
When creating the passenger name field in the PNR, the worldspan agent
should
ensure the passenger's first name is a minimum of two characters in length.
e.g. (b) (6) or (b) (6)

If the first name does not contain a minimum of two characters AMTRAK will
return an AMTRAK error 'INVALID PSGR NAME, INPUT FULL/FIRST NAME' in the
SSR
OTHS field. AMTRAK will send this error at the time the agent adds a name
with
less than two characters for the passenger's first name. This will be sent
either during the initial PNR creation or for during a name change entry.

The worldspan agent will be required to make the necessary changes to
ensure
a minimum of two characters for the first name else the agent will be
unable

Border Crossing.txt
to issue a ticket for their AMTRAK PNR.

New Error Responses

May be returned during initial building of the Name field in the PNR,
during a Name Change request, or when Ticketing of the AMTRAK PNRs

INVALID PSGR NAME, INPUT FULL/FIRST NAME = A minimum of two characters is
required for the Passenger's first name.

Thanks for your help.

Best regards,

(b) (6)

(b) (6) [REDACTED]
(b) (6) (phone) or
(b) (6) (phone)
(b) (6) [REDACTED]

----- Forwarded by (b) (6) /LON/WSP on 01/11/2005 10:45 -----

(b) (6)

31/10/2005 19:12

To
(b) (6) [REDACTED]
(b) (6) [REDACTED],
Subject

RE: 2-character name

Hello (b) (6) [REDACTED]

The error message will be "INVALID PSGR NAME, INPUT FULL/FIRST NAME" and
will
be sent in an SSR OTHS

It will be sent at time of adding an invalid name, either at initial
creation or name change.

Hope this is what you needed.

(b) (6) [REDACTED]

-----Original Message-----

From: (b) (6) [mailto:(b) (6) [REDACTED]]
Sent: Monday, October 31, 2005 12:35 PM
To: (b) (6)
Cc:
Subject: 2-character name

Border Crossing.txt

Hi (b) (6)

I would like to send the notification to our customers regarding the 2-character name, but I am waiting for the SSR message which will be sent to the PNR by Amtrak. Currently it is the only think which stops me from moving forward with this project on our side. Could you please provide the SSR message asap and explain when exactly the SSR will be sent by Amtrak, will this be prior to ticketing or when the travel agent start building the pnr?

Thanks.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email: (b) (6)

From:

Sent: Tuesday, November 01, 2005 11:19 AM

To: (b) (6)

Cc: (b) (6)

(b) (6)

Subject: (b) (6) RE: Amtrak 2-character name requirements - question

(b) (6)

Could you please advise what the release date is, we have to advise our customers about this date. Thanks.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email: (b) (6)

(b) (6)

01/11/2005 16:17

(b) (6)

(b) (6)

To

cc

Subject

RE: Amtrak 2-character name
requirements - question

Border Crossing.txt

I would call it a new warning message, rather than error - and we change these, as they just come in standard SSR OTHS elements in the TTY path.

-----Original Message-----

From: [mailto:(b) (6)]
Sent: Tuesday, November 01, 2005 11:11 AM
To: (b) (6)
Cc: (b) (6);
(b) (6)
(b) (6)
Subject: Re: Amtrak 2-character name requirements - question

(b) (6)

Is this really an error, or this is only the way you call this? If this is an error then is it a new error?

Could you please advise.

Thank you.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email: (b) (6)

(b) (6)

/ATL/WSP

01/11/2005 16:00

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

/LON/WSP@WORLDSPAN,

To

cc

/HDO/WSP@WORLDSPAN,

/EHN/WSP@WORLDSPAN,

/HDO/WSP@WORLDSPAN,

Subject

Re: Amtrak 2-character name
requirements - question(Document
Link: (b) (6))

Border Crossing.txt

Hi (b) (6)

Please let me know if I have the information for the 2-character name requirements correct.

The following is my understanding of the change and what will happen:

AMTRAK is making a change within the AMTRAK system which will require a minimum of two characters for a passenger's first name in an AMTRAK PNR. When creating the passenger name field in the PNR, the worldspan agent should ensure the passenger's first name is a minimum of two characters in length. e.g. - (b) (6) or - (b) (6)

If the first name does not contain a minimum of two characters AMTRAK will return an AMTRAK error 'INVALID PSGR NAME, INPUT FULL/FIRST NAME' in the SSR OTHS field. AMTRAK will send this error at the time the agent adds a name with less than two characters for the Passenger's first name. This will be sent either during the initial PNR creation or for during a name change entry.

The Worldspan agent will be required to make the necessary changes to ensure a minimum of two characters for the first name else the agent will be unable to issue a ticket for their AMTRAK PNR.

New Error Responses

May be returned during initial building of the Name field in the PNR, during a Name Change request, or when Ticketing of the AMTRAK PNRs

INVALID PSGR NAME, INPUT FULL/FIRST NAME = A minimum of two characters is required for the Passenger's first name.

Thanks for your help.

Best regards,

(b) (6)

TTAnalyst

(b) (6)

(b) (6)

(b) (6)

(b) (6) or

(b) (6) or

----- Forwarded by (b) (6) -----

/LON/WSP on 01/11/2005 10:45 -----

(b) (6)

31/10/2005 19:12

(b) (6)

(b) (6)

To

cc

Subject

RE: 2-character name

Border Crossing.txt

(b) (6)
Hello [REDACTED]

The error message will be "INVALID PSGR NAME, INPUT FULL/FIRST NAME" and
will
be sent in an SSR OTHS

It will be sent at time of adding an invalid name, either at initial
creation or name change.

Hope this is what you needed.

(b) (6) [REDACTED]

-----Original Message-----

From: [REDACTED] [mailto:(b) (6)]
Sent: Monday, October 31, 2005 12:35 PM
To: (b) (6)
Cc: (b) (6)
Subject: 2-character name

(b) (6)
Hi [REDACTED]

I would like to send the notification to our customers regarding the
2-character name, but I am waiting for the SSR message which will be sent
to the PNR by Amtrak. Currently it is the only think which stops me from
moving forward with this project on our side. Could you please provide the
SSR message asap and explain when exactly the SSR will be sent by Amtrak,
will this be prior to ticketing or when the travel agent start building the
pnr?

Thanks.

(b) (6) [REDACTED]

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email: (b) (6)

From: [REDACTED]
Sent: Tuesday, November 01, 2005 11:11 AM

To: (b) (6)

Cc: (b) (6)

(b) (6)
Subject: Re: Amtrak 2-character name requirements - question

(b) (6)

(b) (6)
Is this really an error, or this is only the way you call this? If this is
an error then is it a new error?

Could you please advise.

Thank you.

(b) (6)

Border Crossing.txt

Product Specialist Non - Air
Worldwide Product Planning

(b) (6)
Phone: (b) (6)
Fax: (b) (6)
email: (b) (6)

(b) (6)
/ATL/WSP

01/11/2005 16:00

(b) (6)
(b) (6)

To
/LON/WSP@WORLDSPAN,
.com

CC

(b) (6) /HDQ/WSP@WORLDSPAN,
(b) (6) /EHN/WSP@WORLDSPAN,
(b) (6) /HDQ/WSP@WORLDSPAN,
(b) (6)

Subject

Re: Amtrak 2-character name
requirements - question(Document
link: (b) (6))

Hi (b) (6)

Please let me know if I have the information for the 2-character name requirements correct.

The following is my understanding of the change and what will happen:

AMTRAK is making a change within the AMTRAK system which will require a minimum of two characters for a passenger's first name in an AMTRAK PNR. When creating the passenger name field in the PNR, the Worldspan agent should ensure the passenger's first name is a minimum of two characters in length. e.g. - (b) (6) or -1(b) (6)

If the first name does not contain a minimum of two characters AMTRAK will return an AMTRAK error 'INVALID PSGR NAME, INPUT FULL/FIRST NAME' in the SSR OTHS field. AMTRAK will send this error at the time the agent adds a name with less than two characters for the passenger's first name. This will be sent either during the initial PNR creation or for during a name change entry.

The Worldspan agent will be required to make the necessary changes to ensure a minimum of two characters for the first name else the agent will be unable to issue a ticket for their AMTRAK PNR.

New Error Responses

May be returned during initial building of the Name field in the PNR,
Page 262

Border Crossing.txt
during a Name Change request, or when Ticketing of the AMTRAK PNRs

INVALID PSGR NAME, INPUT FULL/FIRST NAME = A minimum of two characters is required for the Passenger's first name.

Thanks for your help.

Best regards,

(b) (6)

(b) (6)

ITAnalyst

(b) (6)

(phone) or

(b) (6)

; (phone)

(b) (6)

----- Forwarded by (b) (6) -----

(b) (6)

31/10/2005 19:12

(b) (6)

To

(b) (6)

CC

(b) (6)

Subject

RE: 2-character name

Hello (b) (6)

The error message will be "INVALID PSGR NAME, INPUT FULL/FIRST NAME" and will be sent in an SSR OTHS

It will be sent at time of adding an invalid name, either at initial creation or name change.

Hope this is what you needed.

(b) (6)

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]

Sent: Monday, October 31, 2005 12:35 PM

To: (b) (6)

Cc: (b) (6)

Subject: 2-character name

Hi (b) (6)

I would like to send the notification to our customers regarding the 2-character name, but I am waiting for the SSR message which will be sent

Border Crossing.txt

to the PNR by Amtrak. Currently it is the only think which stops me from moving forward with this project on our side. Could you please provide the SSR message asap and explain when exactly the SSR will be sent by Amtrak, will this be prior to ticketing or when the travel agent start building the phr?

Thanks.

(b) (6)

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email: (b) (6)

From: (b) (6)

Sent: Tuesday, November 01, 2005 11:00 AM

To: (b) (6)

(b) (6)

Subject: Re: Amtrak 2-character name requirements - question

(b) (6)

Please let me know if I have the information for the 2-character name requirements correct.

The following is my understanding of the change and what will happen:

AMTRAK is making a change within the AMTRAK system which will require a minimum of two characters for a passenger's first name in an AMTRAK PNR. When creating the passenger name field in the PNR, the Worldspan agent should ensure the passenger's first name is a minimum of two characters in length. e.g. -1(b) (6) ; or -(b) (6)

If the first name does not contain a minimum of two characters AMTRAK will return an AMTRAK error 'INVALID PSGR NAME, INPUT FULL/FIRST NAME' in the SSR OTHS field. AMTRAK will send this error at the time the agent adds a name with less than two characters for the Passenger's first name. This will be sent either during the initial PNR creation or for during a name change entry.

The Worldspan agent will be required to make the necessary changes to ensure a minimum of two characters for the first name else the agent will be unable to issue a ticket for their AMTRAK PNR.

New Error Responses

May be returned during initial building of the Name field in the PNR, during a Name Change request, or when Ticketing of the AMTRAK PNRs

INVALID PSGR NAME, INPUT FULL/FIRST NAME = A minimum of two characters is required for the Passenger's first name.

Thanks for your help.

Best regards,

(b) (6)

(b) (6)
ITAnalyst

Border Crossing.txt

(b) (6)
(b) (6)
(b) (6) (phone) or
; (phone)

----- Forwarded by (b) (6)

/LON/WSP on 01/11/2005 10:45 -----

(b) (6)

31/10/2005 19:12

(b) (6)

(b) (6)

RE: 2-character name

To

cc

Subject

Hello (b) (6)

The error message will be "INVALID PSGR NAME, INPUT FULL/FIRST NAME" and
will
be sent in an SSR OTHS

It will be sent at time of adding an invalid name, either at initial
creation or name change.

Hope this is what you needed.

(b) (6)

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]

Sent: Monday, October 31, 2005 12:35 PM

To: (b) (6)

Cc:

Subject: 2-character name

Hi (b) (6)

I would like to send the notification to our customers regarding the
2-character name, but I am waiting for the SSR message which will be sent
to the PNR by Amtrak. Currently it is the only think which stops me from
moving forward with this project on our side. Could you please provide the
SSR message asap and explain when exactly the SSR will be sent by Amtrak,
will this be prior to ticketing or when the travel agent start building the
pnr?

Thanks.

(b) (6)

Border Crossing.txt

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)
Fax: (b) (6)
email: (b) (6)
From: (b) (6)
Sent: Monday, October 31, 2005 3:43 PM
To: (b) (6)
Subject: RE: Passenger Information Implementation

(b) (6)

Great! Thanks so much

(b) (6)

From: (b) (6) [mailto:(b) (6)]
Sent: Monday, October 31, 2005 1:49 PM
To: (b) (6)
Subject: RE: Passenger Information Implementation

That's correct - it was turned back on, on the 18th October.
(b) (6)

-----Original Message-----
From: (b) (6) [mailto:(b) (6)]
Sent: Monday, October 31, 2005 2:36 PM
To: (b) (6)
Subject: RE: Passenger Information Implementation

(b) (6)

Sorry...I must have deleted the E-mail. I seem to recall you were targeting the fix for sometime the week commencing 10 oct?

Thanks,

(b) (6)

Sabre / Travel Network

Manager, Rail Account Relations

(b) (6)

From: (b) (6) [mailto:(b) (6)]
Sent: Monday, October 31, 2005 1:10 PM
To: (b) (6)
Subject: RE: Passenger Information Implementation

Yes - it was re-implemented on the date that I sent last.

(b) (6)

Border Crossing.txt

-----Original Message----- (b) (6)

From: (b) (6) [mailto: (b) (6)]
Sent: Monday, October 31, 2005 1:49 PM
To: (b) (6)
Subject: Passenger Information Implementation

Hi (b) (6)

Did Amtrak implement the fix to support the Cross Border Passenger Information requirements required by Border Control?

Thanks,

(b) (6)

Sabre / Travel Network

Manager, Rail Account Relations

(b) (6)

From: (b) (6)
Sent: Monday, October 31, 2005 1:49 PM
To: (b) (6)
Subject: Passenger Information Implementation

Hi (b) (6)

Did Amtrak implement the fix to support the Cross Border Passenger Information requirements required by Border Control?

Thanks,

(b) (6)

Sabre / Travel Network

Manager, Rail Account Relations

(b) (6)

From: (b) (6)
Sent: Monday, October 31, 2005 12:35 PM
To: (b) (6)
Cc:
Subject: 2-character name

Hi (b) (6)

I would like to send the notification to our customers regarding the 2-character name, but I am waiting for the SSR message which will be sent to the PNR by Amtrak. Currently it is the only think which stops me from moving forward with this project on our side. Could you please provide the SSR message asap and explain when exactly the SSR will be sent by Amtrak, will this be prior to ticketing or when the travel agent start building the pnr?

Thanks.

Border Crossing.txt

(b) (6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b) (6)
Fax: (b) (6)
email: (b) (6)
From: (b) (6)
Sent: Thursday, October 27, 2005 2:28 PM
To: (b) (6)
Subject: RE: PID For Sabre

Thanks- I know (b) (6) sent us the actual entries a while back, but I thought it was not required yet.

-----Original Message-----

From: (b) (6)
Sent: Thursday, October 27, 2005 2:23 PM
To: (b) (6)
Subject: RE: PID For Sabre

SABRE have been required to enter PID since the 6th October - (b) (6) put out a notification.

-----Original Message-----

From: (b) (6)
Sent: Thursday, October 27, 2005 2:06 PM
To: (b) (6)
Cc:
Subject: PID For Sabre

(b) (6)

I've had at least 3 calls today where Sabre border crossing PNRs will not merge into Sabre for ticketing unless the PID information was entered. These were PNRs that the agency built themselves and that no one from Amtrak had touched yet. It gave the agent an Amtrak reservation # when they ended the PNR, but would not allow the merge. I was under the understanding that the GDS were not required to enter this info yet. Is Sabre an exception or did something change?

Thanks,

(b) (6)

P.S. -Here's an example:

04B778	AA HI	02NOV	CTC-T 6167390	1750.80/	1750.80
-01@ (b) (6)					
-02@					
1	8909 C	VAC-SEA	1230P TU 25APR 430P 25APR T		HK2
301@ R	SEG # 1	BASIS 2E			
	* DOF1	RAIL FARE	42.50		
2	8 C	SEA-CHI	445P TU 25APR 340P 27APR ED 002 0831		HK1
302@ R	SEG # 2T	3 BASIS 2E			
	* DOF1	RAIL FARE	249.90 ACCOM 322.00		
3	48 C	CHI-NYP	755P TH 27APR 325P 28APR ED 002 4810		HK1
4003@ OST					
* PNR REQUIRES DOB INFORMATION PRIOR TO TICKETING					
5002@ CONTACT-	P				
5003@	P				
5006@	P				
5001@ REMARK-	(b) (6)				

Border Crossing.txt

5004@ DOB- 15OCT1925/DE/P1
5005@ 19NOV1927/DE/P2
(b) (6) A***CUXB196
901@ H
902@

*H

04B778
CTC- T 6167390
9601 AA 1133A 26OCT2005 AMR
XS 6 510 C. SEA-VAC 745A FR 07JUL 1140A 07JUL YF HK2
CTC- T6167390 *6167390/CUXB196
9601 AA 1133A 26OCT AMR AMLD
AD DOB- 15OCT1925/DE/P1
AD DOB- 19NOV1927/DE/P2
CTC- T6167390 *6167390/CUXB196
9601 AA 1052A 27OCT AMR AMKH

From: (b) (6)
Sent: Thursday, October 27, 2005 2:06 PM
To: (b) (6)
Cc:
Subject: PID For Sabre

(b) (6)

I've had at least 3 calls today where Sabre border crossing PNRs will not merge into Sabre for ticketing unless the PID information was entered. These were PNRs that the agency built themselves and that no one from Amtrak had touched yet. It gave the agent an Amtrak reservation # when they ended the PNR, but would not allow the merge. I was under the understanding that the GBS were not required to enter this info yet. Is Sabre an exception or did something change?

Thanks,
(b) (6)

P.S. -Here's an example:

04B778	AA HI	02NOV	CTC-T 6167390	1750.80/	1750.80
-01@ (b) (6)					
-02@					
1	8909 C. VAC-SEA	1230P TU 25APR	430P 25APR T		HK2
301@ R	SEG # 1 BASIS 2E				
2	* DOF1 RAIL FARE 42.50				
302@ R	SEG # 2T 3 BASIS 2E	445P TU 25APR	340P 27APR ED 002 0831		HK1
3	* DOF1 RAIL FARE 249.90 ACCOM 322.00				
4003@ OSI	48 C CHI-NYP	755P TH 27APR	325P 28APR VD 002 4810		HK1
* PNR REQUIRES DOB INFORMATION PRIOR TO TICKETING					
5002@ CONTACT- P					

Border Crossing.txt

5003@ P
5006@ P
5001@ REMARK-
/b)(6)
5004@ DOB- 15OCT1925/DE/P1
5005@ 19NOV1927/DE/P2
901@ (b)(6) -A***CUXB196
902@ -H

*H
04B778
CTC- T 6167390
9601 AA 1133A 26OCT2005 AMR
XS 6 510 C. SEA-VAC 745A FR 07JUL 1140A 07JUL YF HK2
CTC- T6167390 *6167390/CUXB196
9601 AA 1133A 26OCT AMR AMLD
AD DOB- 15OCT1925/DE/P1
AD DOB- 19NOV1927/DE/P2
CTC- T6167390 *6167390/CUXB196
9601 AA 1052A 27OCT AMR AMKH

From: (b)(6)
Sent: Wednesday, October 26, 2005 10:02 AM
To: (b)(6)
Cc:
Subject: Re: FW: Passenger Information Requirements for Border Crossing

(b)(6)

Could you please advise on the final Amtrak decision whether the passenger ID and gender info will be made mandatory and the error will be displayed once we will try to issue a ticket?
There should no error be displayed in the system even if the passenger info is missing in the PNR, and the info should be collected by Amtrak in different way directly from the customer, maybe at the check in.

Please advise.

Thank you

(b)(6)

Product Specialist Non - Air
Worldwide Product Planning

Phone: (b)(6)

Fax:
email

(b) (6)

border Crossing.txt

(b) (6)

24/10/2005 17:39

(b) (6)

To

cc

Subject

FW: Passenger Information
Requirements for Border Crossing

Here's the contact information

-----Original Message-----

From: (b) (6)
Sent: Thursday, October 20, 2005 11:50 AM
To: (b) (6) Behun, Greg
Cc: (b) (6)
(b) (6)
Subject: RE: Passenger Information Requirements for Border Crossing
Importance: High

Hello (b) (6)

Please let your Subscriber know that he can contact (b) (6)
(b) (6) [Sales and Reservation Systems Support)

(b) (6) Details:

(b) (6)
Phone: (b) (6)
Email:

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Wednesday, October 12, 2005 12:21 PM
To: (b) (6)
Cc: (b) (6)
(b) (6)
Subject: RE: Passenger Information Requirements for Border Crossing

Hello (b) (6)

We understand and appreciate your dilemma, however it is no different to that of the airlines and the airlines have accepted that it is their responsibility alone. The airlines are providing numerous means for the data to be provided in advance, but they are not mandating it.

Border Crossing.txt

We have one subscriber that has checked the Federal Register and is quoting "chapter and verse" that it is not mandated for the subscriber to provide the data. The subscriber wishes to make contact with Amtrak over this matter. Would you please advise a contact that I can pass to this subscriber.

Thx and brgds,
(b) (6)

(b) (6)

06/10/2005 23:34

(b) (6)

To

(b) (6)

cc

Subject

RE: Passenger Information
Requirements for Border Crossing

(b) (6)

Hello

As far as I know, Worldspan has not been mandated to get this data, but Amtrak has been to supply this data. Currently we do not allow ticketing if DOB information is not supplied on cross border trains. The CBP has stated that we must also collect Passenger Identification on Cross border trains. If we do not collect the requested data, the CBP will start to fine us on the non-collection, thus Amtrak will be requiring both DOB and Passenger Identification prior to ticketing.

I'm not sure how to communicate that to your subscribers, but at some point in the near Future, Amtrak will activate the enforcement.

As for the document, Let me check with my technician, and we will supply a finalized document.

I hope this is clear,

(b) (6)

From:

(b) (6)

[mailto:

Sent: Thursday, October 06, 2005 12:26 PM

To: (b) (6)

Cc:

Subject: Fw: Passenger Information Requirements for Border Crossing

Border Crossing.txt

(b) (6)

The doc you have provided for the provision of APIS data is a draft document, has this been finalised? I wished to be sure that we are working with defined requirements.

The Amtrak document suggests that the U.S. CBP has mandated that Worldspan and its subscribers must provide the API information. I have been asked to point out that CBP have not mandated any GDS or Travel Agency for the provision of this data and that this should be clear in any notices.

Your specification document appears to mandate the requirement of the API data at time of ticketing, that is, if it is not present at time of ticket request an error will be returned. A number of subscribers have raised this issue as it is at variance to their interpretation of the API requirement and their policy decision of non-provision. How should we respond to these enquiries? Can we redirect them to you?

Reads:

Forwarded by (b) (6) /LON/WSP on 23/09/2005 12:51 -----

(b) (6)

(b) (6)

To

25/07/2005 17:15

(b) (6)

CC

Subject
Passenger Information Requirements
for Border Crossing

Hello

Please find attached the changes being proposed for the collection of additional identification data for the Border Crossing PNRs in Arrow.

These changes are being mandated by the US Border Inspection Agencies. We have targeted the requirements to be of least impact to you, and have a targeted date of the 1st October. Please review and let me know which approach for passing data that you will employ.

Thanks,

(b) (6)

<<Worldspan Border Crossing changes.doc>>
(See attached file: Worldspan Border Crossing changes.doc)
Page 273

(b) (6) Border Crossing.txt
From: (b) (6)
Sent: Tuesday, October 25, 2005 4:54 PM
To: (b) (6)
Cc: (b) (6)
(b) (6)
Subject: Need to move OCT Hours in Synergy

Due to changes (b) (6) requested on how we will track hours in FY06, I need you to move your FY06 OCT hours from AEDIBX1D to the appropriate new Synergy ID below. I have given you access so you can assign yourself the tasks needed. Once you have moved the hours, let me know so I can close the old project.

ARW - AEDIBX1D - FY06 APIS Border Crossing Data Enhs DEV-ARW

ARW - AEDIBX3D - FY06 APIS Border Crossing Data Enh DEV-RS

(b) (6) Let me know if you end up needing PRJ OP Synergy IDs.

Thanks!

(b) (6)
Amtrak Technologies - ARROW (1362)
(b) (6)

From: (b) (6)
Sent: Friday, October 21, 2005 11:13 AM
To: (b) (6)
Subject: Reply TTY for bad SSR DOCS

(b) (6)

This is how the message looks like. The second SSR was caused by not having DOB at End Trans during PNR creation.

QU HDQ50
.HDQRM2V 211455
MUC1A ABC4MH/3300076
1TESTA/AMADEUSMR
SSROTHS1AKK1 PID INFORMATION REQUIRED
SSROTHS1AKK1 PNR REQUIRES DOB INFORMATION PRIOR TO TICKETING

A second invalid attempt (in an now existing PNR) produces this:

QU HDQ50
.HDQRM2V 211502

Border Crossing.txt

MUC1A ABC4MH/3300076

1TESTA/AMADEUSMR

SSROTHS1AKK1 PID INFORMATION REQUIRED

The PNR looks like this: (DOB was created in 2nd attempt but PID had invalid info).

15FCDO/ABC4MH-1A HL 240CT CTC-T 33000763 60.00/ 60.00
-01@ TESTA/AMADEUSMR
1 69 C. NYP-MTR 815A MO 31OCT 630P 31OCT YB 0 HK1
301@ R SEG # 1 BASIS 1F
* BOF1 RAIL FARE 60.00
4001@ OSI
* PID INFORMATION REQUIRED
4002@ OSI
* PNR REQUIRES DOB INFORMATION PRIOR TO TICKETING
4003@ OSI
* PID INFORMATION REQUIRED
5001@ FBC- O-,I-,D-/1F/P1
5002@ DOB- 12JUL1964/US/P1
901@ NONE

(b) (6)

From: (b) (6)
Sent: Thursday, October 20, 2005 9:10 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: SSROTHS1AKK1

(b) (6)

Here are a couple of bookings I just made.

(b) (6)



Border Crossing.txt

From: (b)(6) on 10/19/2005 10:02 AM AST

To: (b)(6)

CC: (b)(6)

Subject RE: SSRDOCS

Hi (b)(6)

I have loaded today some preliminary changes in our test system to process the SSR DOCS. They will be available today all day for you to test at your convenience.

For now, our test system will only process valid SSR DOCS. If an invalid SSR DOCS is received it will be just ignored and you won't receive the expected error.

Once you have some SSR DOCS processed, please let us know the PNR numbers so we can take a look at them here.

Thanks

-----Original Message-----

From: (b)(6)
Sent: Thursday, October 06, 2005 10:34 AM
To: (b)(6)
Cc:
Subject: RE: SSRDOCS

I'll let you know as soon as it is available (hopefully in 1 or 2 weeks).

(b)(6)

-----Original Message-----

From: (b)(6) [mailto:(b)(6)]
Sent: Thursday, October 06, 2005 10:03 AM
To: (b)(6)

(b) (6)
Cc: (b) (6)
Subject: FW: SSRDOCS

Border Crossing.txt

(b) (6)

Can you please advise when your code for the SSR DOCS format will be available in test..

Thanks
(b) (6)

----- Forwarded by (b) (6) /MIA/AMADEUS on 10/06/2005 10:01 AM -----
From: (b) (6) (ANH/MKT/PAR) on 10/04/2005 07:43 AM

To: (b) (6)

CC:

Subject SSRDOCS
t:

(b) (6)

Here are a couple of rlocs for bookings I made which contain the SSRDOCS format.

(b) (6)

All of these returned the SSR OTHS 1A KK1 PNR REQUIRES DOB INFORMATION PRIOR TO TICKETING error.
Please let me know if there's a problem

Regards,
(b) (6)

From: (b) (6)
Sent: Wednesday, October 19, 2005 3:52 PM
To: (b) (6)
Subject: First DOCS test ok from Worldspan (thru ACSA)
Page 277

Border Crossing.txt

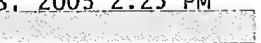
From Native:

11F01D/NV5QQJ-1P HL 22OCT CTC-T 0000000 60,00/ 60.00
-01@ TESTB/BR
1 69 C. NYP-MTR 815A MO 31OCT 630P 31OCT YB 0 HK1
301@ R SEG # 1 BASIS 1F
* BOF1 RAIL FARE 60.00
5001@ OSI- SSRTKTL2VSS/ HDQ 1700/CT567
5004@ FBD- 1F
5002@ DOB- 12JUL1964/US/P1
5003@ PAX ID - RA/US/123456789012345/12JUL2008/M
901@ (b) (6) 

From Worldspan (ACSA):

1P- NV5QQJ
1.1TESTB/BR*ADT
1 TR 2V 69YB31OCT MO NYP MTR HK1 815A 630P /o \$
P- 1.T4S (b) (6) 
T- 1.TL1100P/30OCT
G- 1.OSI2VDOCS HK1/RA/US/123456789012345/US/12JUL64/M/12JUL08/T
ESTB/BR
2.SSRTKTL1PKK1 HLMT-22OCT/\$ 60.00
**** ITEMS SUPPRESSED ****/DR

*DR

M- 1.ACKN-2V 11F01D 19OCT 0342P
From: (b) (6) 
Sent: Tuesday, October 18, 2005 2:25 PM
To: (b) (6) 
Cc: (b) (6) 
Subject: GDS APIS: Need loadset in TPFT

Hi (b) (6) 

Border Crossing.txt

I need to load a loadset in TPFT so that GDS are able to test some changes regarding APIS (Passenger information in Border-crossing PNRs).

since those changes are still in coding phase and will need further modifications, I am not going to the normal test-life cycle yet (when coding is complete and preliminary testing is ok I will), but I do require the GDSs to test what it has been done so far.

I will need to active/de-active the loadset as changes are added and corrections are made to those programs. Those changes shouldn't have any impact to any other users. Since GDSs only have Mon thru Wed as window for testing these changes, I would like start doing it as soon as possible.

Please let me know if it is ok to load and active this loadset in TPFT and if you have any questions or concerns.

Loadset: DSN-GRSS.OLD.V0JS (V0JSAPIS)

CONTAINS THESE PROGRAMS (so far, I may add more)

PDFJE0 TAAEE0 TID3E0 TIG2E0
TIG3E0 TIG5E0

Thanks

(b) (6)

(b) (6)
From: [REDACTED]
Sent: Tuesday, October 18, 2005 4:59 AM
To: (b) (6)
Cc: (b) (6)
Subject: Amtrak - Passenger Information Requirements for Border Crossing
Hi (b) (6)

I am just back from vacation and I am trying to get the latest update regarding all projects I have been working on before I went for vacation.

Could you please advise what is the final release date of the Passenger ID and gender information; of the "smoking" indicator, and the 2 character name.

Are these three pieces of functionality going to be released at the same time?

Thank you.

(b) (6)

Border Crossing.txt

Worldwide Product Planning

Phone: (b) (6)

Fax: (b) (6)

email: (b) (6)

From: (b) (6)

Sent: Monday, October 17, 2005 4:51 PM

To: (b) (6)

CC:

Subject: RE: Passenger Information Requirements for Border Crossing

Importance: High

Is this an issue with a travel agent who is reluctant to obtain and submit the information through their GDS? Or is this a situation in which the GDS is reluctant to code and implement the changes needed to support our PID initiative?

-----Original Message-----

From: (b) (6)

Sent: Monday, October 17, 2005 4:27 PM

To: (b) (6)

(b) (6)

Subject: FW: Passenger Information Requirements for Border Crossing

Any suggestions?

-----Original Message-----

From: (b) (6)

Sent: Monday, October 17, 2005 4:27 PM

To: (b) (6)

Subject: FW: Passenger Information Requirements for Border Crossing

(b) (6)

I promised (b) (6) that I would speak to this Worldspan subscriber about the collection of passenger data for cross-border travel. The subscriber in question is challenging our requirement that we have this information before we allow ticketing. I will be happy to speak with them, but I would like to get your input on how I might best respond in a meaningful way. Any suggestions?

-----Original Message-----

From: (b) (6)

Sent: Monday, October 17, 2005 3:59 PM

To: (b) (6)

Subject: FW: Passenger Information Requirements for Border Crossing

FYI

-----Original Message-----

From: (b) (6)

Sent: Wednesday, October 12, 2005 1:20 PM

To: (b) (6)

CC: (b) (6)

Subject: RE: Passenger Information Requirements for Border Crossing

Hello (b) (6)

One aspect that differs for Airlines to Amtrak, is that the Airlines all have Departure control, and thus can collect it at the last minute. Amtrak does not, and

Border Crossing.txt

anyone with a Ticket can board a train at any station. Thus, Amtrak is requiring it prior to ticketing. If the subscriber doesn't wish to collect it, Amtrak is not going to say that they have too, but they will say that the customer must supply that information directly to Amtrak, before a Ticket can be issued.

This is my understanding of the reason and requirement, but I will find you a point of contact for your subscriber to talk to.

I hope to have a document to you by Friday, and the software should be in test for the DOCS element Monday.

(b) (6)

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Wednesday, October 12, 2005 12:21 PM
To: (b) (6)
Cc: (b) (6);
(b) (6)
Subject: RE: Passenger Information Requirements for Border Crossing

Hello (b) (6)

We understand and appreciate your dilemma, however it is no different to that of the airlines and the airlines have accepted that it is their responsibility alone. The airlines are providing numerous means for the data to be provided in advance, but they are not mandating it.

We have one subscriber that has checked the Federal Register and is quoting "chapter and verse" that it is not mandated for the subscriber to provide the data. The subscriber wishes to make contact with Amtrak over this matter. Would you please advise a contact that I can pass to this subscriber.

Thx and brgds,

(b) (6)

(b) (6)

(b) (6)

To

06/10/2005 23:34

(b) (6)

cc

(b) (6)

Subject

RE: Passenger Information Requirements for Border Crossing

Border Crossing.txt

Hello (b) (6)

As far as I know, worldspan has not been mandated to get this data, but Amtrak has been to supply this data. Currently we do not allow ticketing if DOB information is not supplied on cross border trains. The CBP has stated that we must also collect Passenger Identification on cross border trains. If we do not collect the requested data, the CBP will start to fine us on the non-collection, thus Amtrak will be requiring both DOB and Passenger Identification prior to ticketing.

I'm not sure how to communicate that to your subscribers, but at some point in the near future, Amtrak will activate the enforcement.

As for the document, Let me check with my technician, and we will supply a finalized document.

I hope this is clear,

(b) (6)

-----Original Message-----

From: (b) (6) .com [mailto:(b) (6)]
Sent: Thursday, October 06, 2005 12:26 PM
To: (b) (6)
Cc:
Subject: Fw: Passenger Information Requirements for Border Crossing

(b) (6)

The doc you have provided for the provision of APIS data is a draft document, has this been finalised? I wished to be sure that we are working with defined requirements.

The Amtrak document suggests that the U.S. CBP has mandated that worldspan and its subscribers must provide the API information. I have been asked to point out that CBP have not mandated any GDS or Travel Agency for the provision of this data and that this should be clear in any notices.

Your specification document appears to mandate the requirement of the API data at time of ticketing, that is, if it is not present at time of ticket request an error will be returned. A number of subscribers have raised this issue as it is at variance to their interpretation of the API requirement and their policy decision of non-provision. How should we respond to these enquiries? Can we redirect them to you?

Brads,

(b) (6)

----- Forwarded by (b) (6) /LON/WSP on 23/09/2005 12:51 -----

(b) (6)

(b) (6)

To

cc

25/07/2005 17:15

(b) (6) - 1P (E-mail)"

Page 282

Border Crossing.txt

(b)(6)

Subject

Passenger Information Requirements
for Border Crossing

Hello

Please find attached the changes being proposed for the collection of additional identification data for the Border Crossing PNRs in Arrow.

These

changes are being mandated by the US Border Inspection Agencies. We have targeted the requirements to be of least impact to you, and have a targeted date of the 1st October. Please review and let me know which approach for passing data that you will employ.

Thanks,

(b)(6)

<<Worldspan Border Crossing changes.doc>>
(See attached file: Worldspan Border Crossing changes.doc)

From: (b)(6)

Sent: Monday, October 17, 2005 9:30 AM

To: (b)(6)

Cc:

Subject: RE: APIS

I understand that there were some problems. I'll get the details and get back to you by Wednesday.

From: (b)(6) [mailto: (b)(6)]
Sent: Monday, October 17, 2005 8:01 AM
To: (b)(6)
Subject: RE: APIS
Importance: High

Hello (b)(6)

Has this implemented? We are approaching the point of testing.

Please let me know,

Border Crossing.txt

(b) (6)

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Thursday, August 18, 2005 4:56 PM
To: (b) (6)
Cc:
Subject: RE: APIS

(b) (6)

Something came up that I had to handle today. Not finished yet. I'll got your messages and I'll get back to you tomorrow.

(b) (6)

Galileo International
Product Delivery

(b) (6)

From: (b) (6) [mailto:(b) (6)]
Sent: Thursday, August 18, 2005 11:45 AM
To: (b) (6)
Subject: RE: APIS
Importance: High

Hello (b) (6)

Yes we have the same list - but Customs gave us a different list - I believe what we need to do our side is map your codes to ours - I listed that below - what do you believe AD, A, C, I, IP, P, F mean and then we'll see about mapping them:

AIRIMP Code

Amtrak Code

Description

RA

US Resident Alien Card

PR

Border Crossing.txt

LPR (Legal Permanent Resident) Card

P

PP

Passport

IP

RE

Re-entry Permit

RT

Refugee Travel Document

NC

Naturalization Certificate

BC

Birth Certificate (requires photo id)

MO

Military Orders (requires photo id)

-----Original Message-----

From: (b) (6) [\(b\) \(6\)](mailto:(b) (6))
Sent: Wednesday, August 17, 2005 5:11 PM
To: (b) (6)
Subject: APIS

(b) (6)

We will only recognize the following Document Types:
AD, A, C, I, IP, P, F
This is in AIRIMP 29th edition, page 143, 3.14.1.1.
I'll call you when I get in tomorrow.

(b) (6)

Galileo International
Product Delivery

From: (b) (6)
Sent: Thursday, October 13, 2005 9:13 AM
To: (b) (6)
CC:

Border Crossing.txt

Subject: Question

(b) (6)

I know you mentioned that if the SSR format is not valid or accepted by 2V that a AK would be returned with INVALID FORMAT. How would it appear in the AK?? I'm in the process of doing the rollout and I need an example.

* AK 2V 0FDDFB 13OCT 1259Z HLMT-INVALID FORMAT

Thanks

(b) (6) (b) (6)

From: (b) (6)
Sent: Wednesday, October 12, 2005 1:25 PM
To: (b) (6)
Subject: RE: Passenger Information Requirements for Border Crossing

Of course, this will become a "real" issue in 2007 when DHS can fine us for non-compliance. Will the business unit decide to pass the fine back to the subscriber?

N-

-----Original Message-----

From: (b) (6)
Sent: Wednesday, October 12, 2005 1:22 PM
To: (b) (6)
Subject: FW: Passenger Information Requirements for Border Crossing
Importance: High

Hello,

So who's name can I give Worldspan, as an official representative of Amtrak, to clarify our direction. I think I listed our reasons below, but they seem to have a subscriber who feels that they don't need to comply.

Thanks in advance,

(b) (6)

-----Original Message-----

From: (b) (6)
Sent: Wednesday, October 12, 2005 1:20 PM
To: (b) (6)
Cc: (b) (6)
(b) (6)
Subject: RE: Passenger Information Requirements for Border Crossing

(b) (6)

Hello

One aspect that differs for Airlines to Amtrak, is that the Airlines all have Departure control, and thus can collect it at the last minute. Amtrak does not, and anyone with a Ticket can board a train at any station. Thus, Amtrak is requiring it prior to ticketing. If the subscriber doesn't wish to collect it, Amtrak is not going to say that they have too, but they will say that the Customer must supply that Information directly to Amtrak, before a Ticket can be issued.

Border Crossing.txt

This is my understanding of the reason and requirement, but I will find you a point of contact for your subscriber to talk to.

I hope to have a document to you by Friday, and the software should be in test for the DOCS element Monday.

(b) (6)

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Wednesday, October 12, 2005 12:21 PM
To: (b) (6)
Cc: (b) (6)
(b) (6)
Subject: RE: Passenger Information Requirements for Border Crossing

Hello (b) (6)

We understand and appreciate your dilemma, however it is no different to that of the airlines and the airlines have accepted that it is their responsibility alone. The airlines are providing numerous means for the data to be provided in advance, but they are not mandating it.

We have one subscriber that has checked the Federal Register and is quoting "chapter and verse" that it is not mandated for the subscriber to provide the data. The subscriber wishes to make contact with Amtrak over this matter. Would you please advise a contact that I can pass to this subscriber.

(b) (6) and brgds,

(b) (6)

06/10/2005 23:34

(b) (6)

To

(b) (6)

CC

(b) (6)

Subject

RE: Passenger Information Requirements for Border Crossing

Hello Mike,

Border Crossing.txt

As far as I know, Worldspan has not been mandated to get this data, but Amtrak has been to supply this data. Currently we do not allow ticketing if

DOB information is not supplied on cross border trains. The CBP has stated that we must also collect Passenger Identification on cross border trains. If we do not collect the requested data, the CBP will start to fine us on the non-collection, thus Amtrak will be requiring both DOB and Passenger Identification prior to ticketing.

I'm not sure how to communicate that to your subscribers, but at some point in the near Future, Amtrak will activate the enforcement.

As for the document, Let me check with my technician, and we will supply a finalized document.

I hope this is clear,

(b) (6)

-----Original Message-----
From: (b) (6) [mailto:(b) (6)]
Sent: Thursday, October 06, 2005 12:26 PM
To: (b) (6)
Cc: (b) (6)
Subject: Fw: Passenger Information Requirements for Border Crossing

(b) (6)

The doc you have provided for the provision of APIS data is a draft document, has this been finalised? I wished to be sure that we are working with defined requirements.

The Amtrak document suggests that the U.S. CBP has mandated that Worldspan and its subscribers must provide the API information. I have been asked to point out that CBP have not mandated any GDS or Travel Agency for the provision of this data and that this should be clear in any notices.

Your specification document appears to mandate the requirement of the API data at time of ticketing, that is, if it is not present at time of ticket request an error will be returned. A number of subscribers have raised this issue as it is at variance to their interpretation of the API requirement and their policy decision of non-provision. How should we respond to these enquiries? Can we redirect them to you?

Brads..

(b) (6)

-----Forwarded by (b) (6) /LON/WSP on 23/09/2005 12:51 -----

(b) (6)

25/07/2005 17:15

(b) (6)

(b) (6)

To

cc

Subject
Passenger Information Requirements
Page 288

Border Crossing.txt
for Border Crossing

Hello

Please find attached the changes being proposed for the collection of additional identification data for the Border Crossing PNRs in Arrow. These changes are being mandated by the US Border Inspection Agencies. We have targeted the requirements to be of least impact to you, and have a targeted date of the 1st October. Please review and let me know which approach for passing data that you will employ.

Thanks,

(b) (6)

<<Worldspan Border Crossing changes.doc>>
(See attached file: Worldspan Border Crossing changes.doc)
From: (b) (6)
Sent: Wednesday, October 12, 2005 1:20 PM
To: (b) (6)
(b) (6)
Subject: RE: Passenger Information Requirements for Border Crossing

Hello (b) (6)

One aspect that differs for Airlines to Amtrak, is that the Airlines all have Departure control, and thus can collect it at the last minute. Amtrak does not, and anyone with a Ticket can board a train at any station. Thus, Amtrak is requiring it prior to ticketing. If the subscriber doesn't wish to collect it, Amtrak is not going to say that they have too, but they will say that the Customer must supply that information directly to Amtrak, before a Ticket can be issued.

This is my understanding of the reason and requirement, but I will find you a point of contact for your subscriber to talk to.

I hope to have a document to you by Friday, and the software should be in test for the DQCS element Monday.

(b) (6)

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Wednesday, October 12, 2005 12:21 PM
To: (b) (6)
Cc: (b) (6)
(b) (6)
Subject: RE: Passenger Information Requirements for Border Crossing

Hello (b) (6)

Border Crossing.txt

We understand and appreciate your dilemma, however it is no different to that of the airlines and the airlines have accepted that it is their responsibility alone. The airlines are providing numerous means for the data to be provided in advance, but they are not mandating it.

We have one subscriber that has checked the Federal Register and is quoting "chapter and verse" that it is not mandated for the subscriber to provide the data. The subscriber wishes to make contact with Amtrak over this matter. Would you please advise a contact that I can pass to this subscriber.

Thx_and brgds,
(b) (6)

(b) (6)

06/10/2005 23:34

(b) (6)

To

(b) (6)

CC

Subject
RE: Passenger Information
Requirements for Border Crossing

Hello (b) (6)

As far as I know, Worldspan has not been mandated to get this data, but Amtrak has been to supply this data. Currently we do not allow ticketing if DOB information is not supplied on cross border trains. The CBP has stated that we must also collect Passenger Identification on Cross border trains. If we do not collect the requested data, the CBP will start to fine us on the non-collection, thus Amtrak will be requiring both DOB and Passenger Identification prior to ticketing.

I'm not sure how to communicate that to your subscribers, but at some point in the near Future, Amtrak will activate the enforcement.

As for the document, Let me check with my technician, and we will supply a finalized document.

I hope this is clear,

(b) (6)

Border Crossing.txt

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Thursday, October 06, 2005 12:26 PM
To: (b) (6)
Cc: (b) (6)
Subject: Fw: Passenger Information Requirements for Border Crossing

(b) (6)

The doc you have provided for the provision of APIS data is a draft document, has this been finalised? I wished to be sure that we are working with defined requirements.

The Amtrak document suggests that the U.S. CBP has mandated that Worldspan and its subscribers must provide the API information. I have been asked to point out that CBP have not mandated any GDS or Travel Agency for the provision of this data and that this should be clear in any notices.

Your specification document appears to mandate the requirement of the API data at time of ticketing, that is, if it is not present at time of ticket request an error will be returned. A number of subscribers have raised this issue as it is at variance to their interpretation of the API requirement and their policy decision of non-provision. How should we respond to these enquiries? Can we redirect them to you?

Brads.

(b) (6)

----- Forwarded by (b) (6) /LON/WSP on 23/09/2005 12:51 -----

(b) (6)

25/07/2005 17:15

(b) (6)

To

(b) (6)

cc

Subject
Passenger Information Requirements
for Border Crossing

Hello

Please find attached the changes being proposed for the collection of additional identification data for the Border Crossing PNRs in Arrow. These

changes are being mandated by the US Border Inspection Agencies. We have targeted the requirements to be of least impact to you, and have a targeted date of the 1st October. Please review and let me know which approach for passing data that you will employ.

Border Crossing.txt

Thanks,

(b) (6)

<<Worldspan Border Crossing changes.doc>>
(See attached file: Worldspan Border Crossing changes.doc)

From: (b) (6)
Sent: Wednesday, October 12, 2005 12:21 PM
To: (b) (6)

(b) (6)

Subject: RE: Passenger Information Requirements for Border Crossing

Hello (b) (6)

We understand and appreciate your dilemma, however it is no different to that of the airlines and the airlines have accepted that it is their responsibility alone. The airlines are providing numerous means for the data to be provided in advance, but they are not mandating it.

We have one subscriber that has checked the Federal Register and is quoting "chapter and verse" that it is not mandated for the subscriber to provide the data. The subscriber wishes to make contact with Amtrak over this matter. Would you please advise a contact that I can pass to this subscriber.

Thx and brgds,
(b) (6)

(b) (6)

06/10/2005 23:34

(b) (6)

To

(b) (6)

cc

Subject
RE: Passenger Information
Requirements for Border Crossing

Hello (b) (6)

As far as I know, Worldspan has not been mandated to get this data, but Amtrak has been to supply this data. Currently we do not allow ticketing if DOB information is not supplied on cross border trains. The CBP has stated that we must also collect Passenger Identification on Cross border trains.

Border Crossing.txt

If we do not collect the requested data, the CBP will start to fine us on the non-collection, thus Amtrak will be requiring both DOB and Passenger Identification prior to ticketing.

I'm not sure how to communicate that to your subscribers, but at some point in the near Future, Amtrak will activate the enforcement.

As for the document, Let me check with my technician, and we will supply a finalized document.

I hope this is clear,

(b) (6)

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Thursday, October 06, 2005 12:26 PM
To: (b) (6)
Cc: (b) (6)
Subject: Fw: Passenger Information Requirements for Border Crossing

(b) (6)

The doc you have provided for the provision of APIS data is a draft document, has this been finalised? I wished to be sure that we are working with defined requirements.

The Amtrak document suggests that the U.S. CBP has mandated that Worldspan and its subscribers must provide the API information. I have been asked to point out that CBP have not mandated any GDS or Travel Agency for the provision of this data and that this should be clear in any notices.

Your specification document appears to mandate the requirement of the API data at time of ticketing, that is, if it is not present at time of ticket request an error will be returned. A number of subscribers have raised this issue as it is at variance to their interpretation of the API requirement and their policy decision of non-provision. How should we respond to these enquiries? Can we redirect them to you?

Brads,
(b) (6)

----- Forwarded by (b) (6)

/LON/WSP on 23/09/2005 12:51 -----

(b) (6)

25/07/2005 17:15

(b) (6)

(b) (6)

To

cc

Subject
Passenger Information Requirements
for Border Crossing

Border Crossing.txt

Hello

Please find attached the changes being proposed for the collection of additional identification data for the Border Crossing PNRs in Arrow. These

changes are being mandated by the US Border Inspection Agencies. We have targeted the requirements to be of least impact to you, and have a targeted date of the 1st October. Please review and let me know which approach for passing data that you will employ.

Thanks,

(b)(6)

<<worldspan Border Crossing changes.doc>>
(See attached file: Worldspan Border Crossing changes.doc)
From: (b)(6)
Sent: Wednesday, October 12, 2005 10:38 AM
To: (b)(6)
Cc: (b)(6)
Subject: RE: Amtrak regression and end to end testing for Tuesday September 20, 2005.

(b)(6)

Since the passenger information is currently accepting the new formats and fix will be implemented on Tuesday I wont put out a notification on the extension of requiring the documentation.

Thanks,

(b)(6)

-----Original Message-----

From: (b)(6) [mailto: (b)(6)]
Sent: Wednesday, October 12, 2005 9:25 AM
To: (b)(6)
Cc: (b)(6)
Subject: RE: Amtrak regression and end to end testing for Tuesday September 20, 2005.

Planned to be turned back on on Tuesday

-----Original Message-----

From: (b)(6) [mailto: (b)(6)]
Sent: Tuesday, October 11, 2005 5:47 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: Amtrak regression and end to end testing for Tuesday September 20, 2005.

(b)(6)

Thanks for the update. What is the timeframe to enabling the passenger information? If it's a short timeframe I would say lets leave as is. However, if we are looking at long term I will send out notification.

(b) (6)

Border Crossing.txt

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Monday, October 10, 2005 8:36 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: Amtrak regression and end to end testing for Tuesday September 20, 2005.

Hello (b) (6)

Due to some technical issues in Arrow processing, Enforcement of the Passenger Information on SABRE PNRs was turned off. Agents can still enter the information, but Arrow will not enforce at Ticketing time. I'm not sure you need to tell your agents or publish a message, but we wanted to let you know.

(b) (6)

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Monday, October 03, 2005 12:51 PM
To: (b) (6)
Cc: (b) (6)
Subject: RE: Amtrak regression and end to end testing for Tuesday September 20, 2005.

(b) (6)

Our online Format Finder reference information and agency Bulletin Updates will be available Thursday, Oct. 6. Therefore, please activate the changes on Thursday, Oct. 6.

Thanks,

(b) (6)

Sabre / Travel Network

Manager, Rail Account Relations

(b) (6)

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Monday, October 03, 2005 11:39 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: Amtrak regression and end to end testing for Tuesday September 20, 2005.
Importance: High

Hello (b) (6)

When would you like to activate the enforcement of Passenger information for SABRE. The original plan was for this Thursday, but as I haven't heard from you, would you prefer the following Tuesday?

Please let me know as soon as possible,

(b) (6)

Border Crossing.txt

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Tuesday, September 20, 2005 2:39 PM
To: (b) (6)
(b) (6)

Subject: RE: Amtrak regression and end to end testing for Tuesday Sepetember 20, 2005.

(b) (6)
Hi

Due to the time constraint, we were able to provide limited support covering the specific scenarios requested below. No automation test support was conducted.

Scenario A: OEE307/DTHFIE

Scenario B:

PNRS completed for to be processed for Infant scenario:

OEE323/DTLUDL
OEE328/DTLEWN
OEE332/DTMFQM

Scenario C: Non Border Train with PID Field

Result: PID accepted and ticket issued

OEE327/LDYCNO

Scenario D: 1 character first / surname field

Input: -T/A

Result: #FORMAT#

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Tuesday, September 20, 2005 9:32 AM
To: (b) (6)
(b) (6)

CC: (b) (6)
(b) (6)
Subject: Amtrak regression and end to end testing for Tuesday Sepetember 20, 2005.

Good morning,

PLEASE BOOK PNRs WITH THE FOLLOWING DATES: 20SEP-10OCT

The Test System should be ready for testing around 10:00am ET

1. SABRE ONLY

A. Please create PNR's with Border Crossing segments. Ensure there are minimum of two characters for the first and last names. Add 5DOB(date of birth) and a 5PID field. Modify / delete 5DOB and 5PID fields. Add new 5DOB / 5PID field and ticket PNR's. Forward PNR numbers.

B. Create PNR's with Border Crossing segments. Ensure there are minimum of two characters for the first and last names. Email me(sweetc@amtrak.com) the PNR numbers. I will add an infant to the PNR's and email back. Add

Border Crossing.txt

5DOB and 5PID field for infant and forward PNR's to the test group.

C. Create PNR's without Border Crossing segments and ensure there are a minimum of two characters in the first and last names. Add a 5DOB field (not required in non-border crossing PNR's). Please ticket the PNR's and forward the PNR numbers.

D. Create PNR's with a 1 character first name and 1 character last name. You should be unable to enter 1character name fields.

2. WORLDSPAN ONLY

A. Please create and ticket several reservations that contain PTA(Prepaid Ticket Advice) numbers. Forward the PNR number to the test group. Use the attached regression script for PTA numbers.

3. Do full ARROW regression testing based on the attached standard script.

<<Regression User_testing_092005.doc>>
Please send (b) (6) and myself the results. Thanks for your cooperation.

(b) (6)

Amtrak Travel Agent Sales Center
(b) (6)

From: (b) (6)
Sent: Wednesday, October 12, 2005 8:40 AM
To: (b) (6)
Cc:
Subject: SSR DOCS

(b) (6)

Do you have a planned implementation date for the new SSR DOCS format??

Thanks

(b) (6)
From: (b) (6)
Sent: Tuesday, October 11, 2005 5:47 PM
To: (b) (6)
Cc:
Subject: RE: Amtrak regression and end to end testing for Tuesday September 20, 2005.

(b) (6)

Thanks for the update. What is the timeframe to enabling the passenger information? If it's a short timeframe I would say lets leave as is. However, if we are looking at long term I will send out notification.

(b) (6)

-----Original Message-----

From: (b) (6) [mailto: (b) (6)]
Sent: Monday, October 10, 2005 8:36 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: Amtrak regression and end to end testing for Tuesday September 20, 2005.

Hello (b) (6)